Feedback and Reflection

Directions:

Specialists: After practicing as the Specialist, write down what you did well and what you want to improve upon in the "Specialist Self Reflection" column.

Customer: Upon completion of the scenario, write down what the participant acting as the specialist did well and can improve upon in the "Customer Feedback" column.

Vision _____

Scenario #1, 2

Hearing _____

Etiquette Skills and Behaviors	Specialist Self Reflection	Customer Feedback
□ Greeted the customer warmly and expressed appreciation for contacting Apple		
□ Used effective probing questions to discover and clarify the customer's accessibility needs		
□ Listened effectively to learn about the customer's reason for contacting Apple		
□ Spoke to the customer in a normal tone of voice		
□ Used accessibility-friendly terminology		
□ Recommended a feature to fit the accessibility need		
□ Gave specific and clear directions		

Specialist Self-Reflection

What was challenging about the interaction?

What I did well?

What do you I want to remember to do better next time?

Customer Feedback

What the specialist did the specialist do well?

What behaviors did the specialist demonstrate?